

# *Texas Technology Chat*

## Library Technology for Contactless Service



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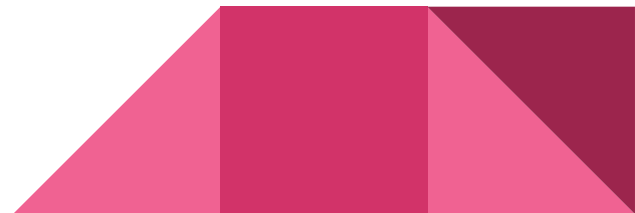
# What we hope you take away from today:

- An understanding of what technologies or services you can implement to keep your staff and your community safe and healthy
- Share your expertise in overcoming obstacles, success stories, or even failures that we can all learn from
- Share your questions and concerns
- Contribute to a shared document to benefit all libraries



# Mental Health Resources

- [Texas Health and Human Services – COVID-19 Mental Health Support Line](#)
- [National Alliance on Mental Illness -- NAMI COVID-19 Resource and Information Guide](#)



# Self-Service BEFORE...

1. Make staff more efficient at their job
2. Provide extra convenience for patrons
3. Make library feel more modern and state-of-the-art

Thought of as: “Perk”, “Frill”, “Unnecessary”



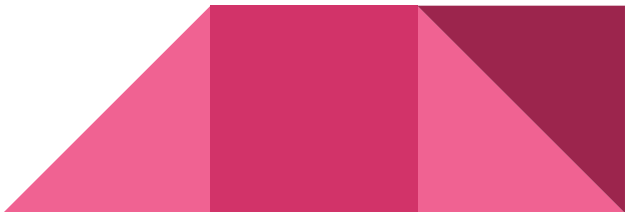
# Self-Service NOW...

1. Make staff more efficient at their job
2. Provide extra convenience for patrons
3. ~~Make library feel more modern and state of the art~~

~~Thought of as: "Perk", "Frill", "Unnecessary"~~



# Self-Service NOW...

1. Make staff more efficient at their job
  2. Provide extra convenience for patrons
  3. ***Prevent close social interaction with staff***
  4. ***Prevent patrons from waiting in line or being forced to gather in small spaces with other patrons***
  5. ***Allow patrons to minimize time in the library as much as possible***
- 

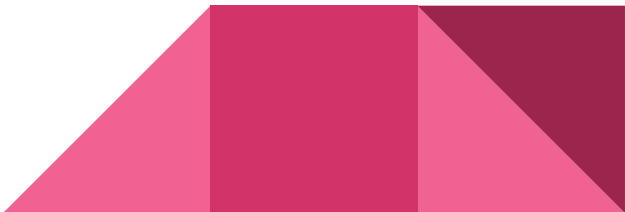
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Thought of as: “ESSENTIAL”, “LIFE-SAVING”



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  2. Provide extra convenience for patrons
  3. Prevent close social interaction with staff
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- 



# Self-Service NOW...

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  - > Brand new safety measures



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  - + Pandemic-related services to be performed



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- + Staff loss or volunteers being let go



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> Brand new safety measures

+ Pandemic-related services to be performed

+ Staff loss or volunteers being let go

= *HELP!*



# Self-Service NOW..

*CONTINUE: basic services of circulation, public access computer management, printing, etc.*

*PLUS, NOW: clean surfaces repeatedly, fill curbside orders, present virtual programs, assist patrons phoning in to make appointments to come into the building, etc., etc.*



# Spacing Requirements

- > Less public access computers



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- + Patrons can't congregate by printers



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= *HELP!*



# Spacing Requirements

Now Need:

- A system to set reservations and enforces time limits
- More portable computers for patrons to spread out
- Mobile printing apps
- ????



# Self-Service BEFORE...

= efficiency and convenience.



# Self-Service BEFORE...

= ~~efficiency and convenience.~~



Self-Service NOW...

= SAFETY.



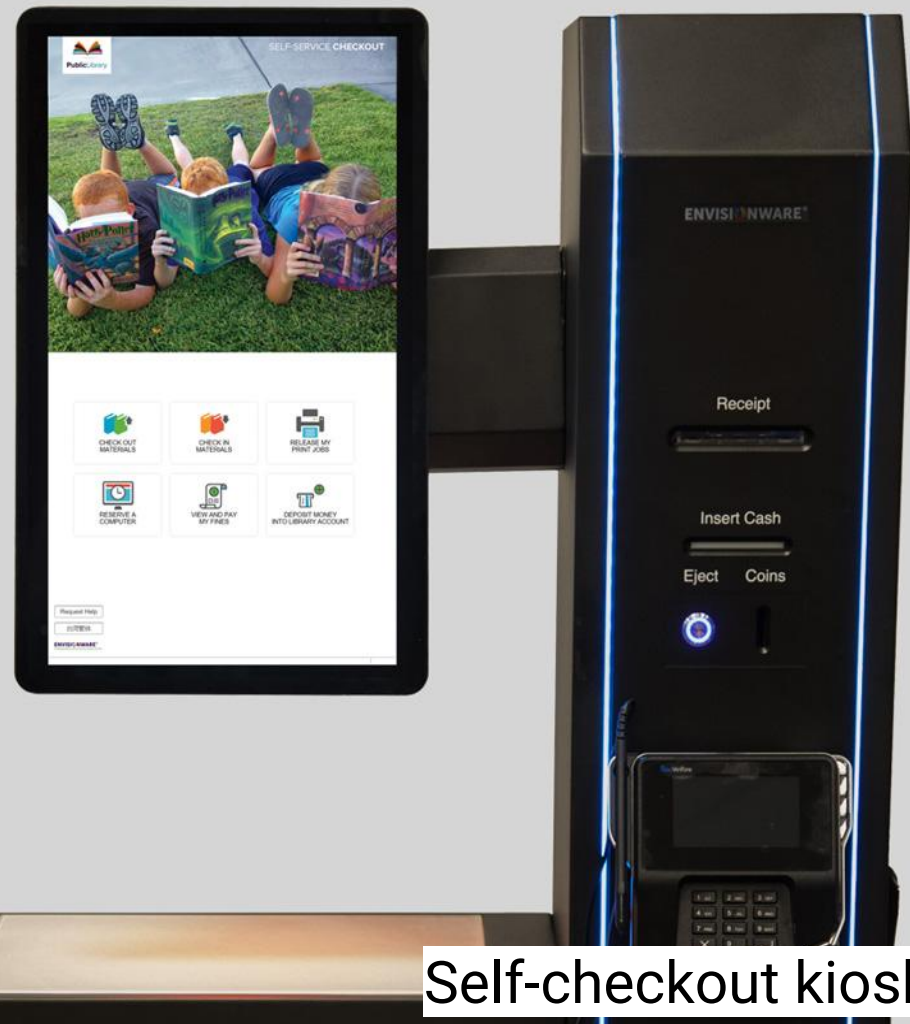
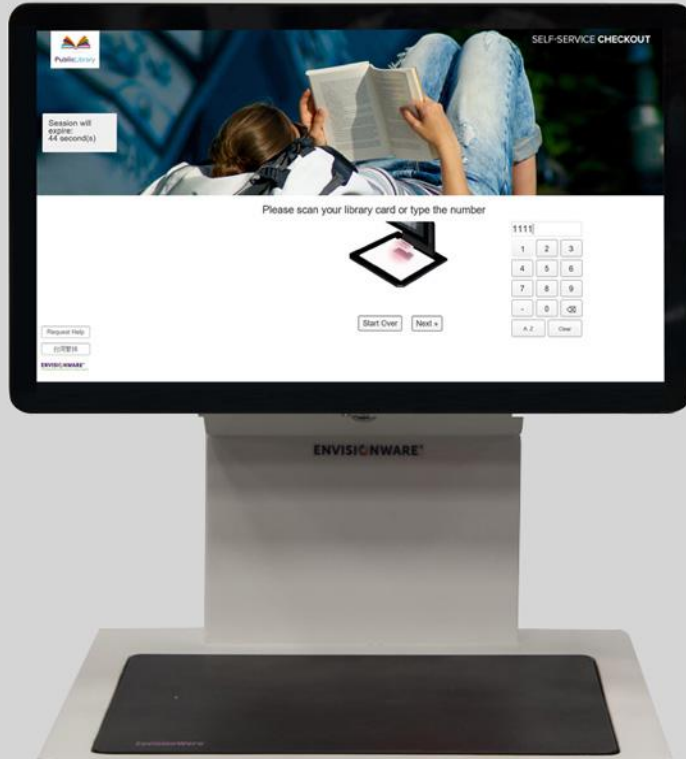
# Library Tech for Contactless Service DOC

- Circulation
- Curbside
- Returns
- Document management (print, scan, fax, email)
- Payment
- Public computer use
- Reference, patron assistance, information/research help
- Third party virtual programming software (by subject)
- General building safety



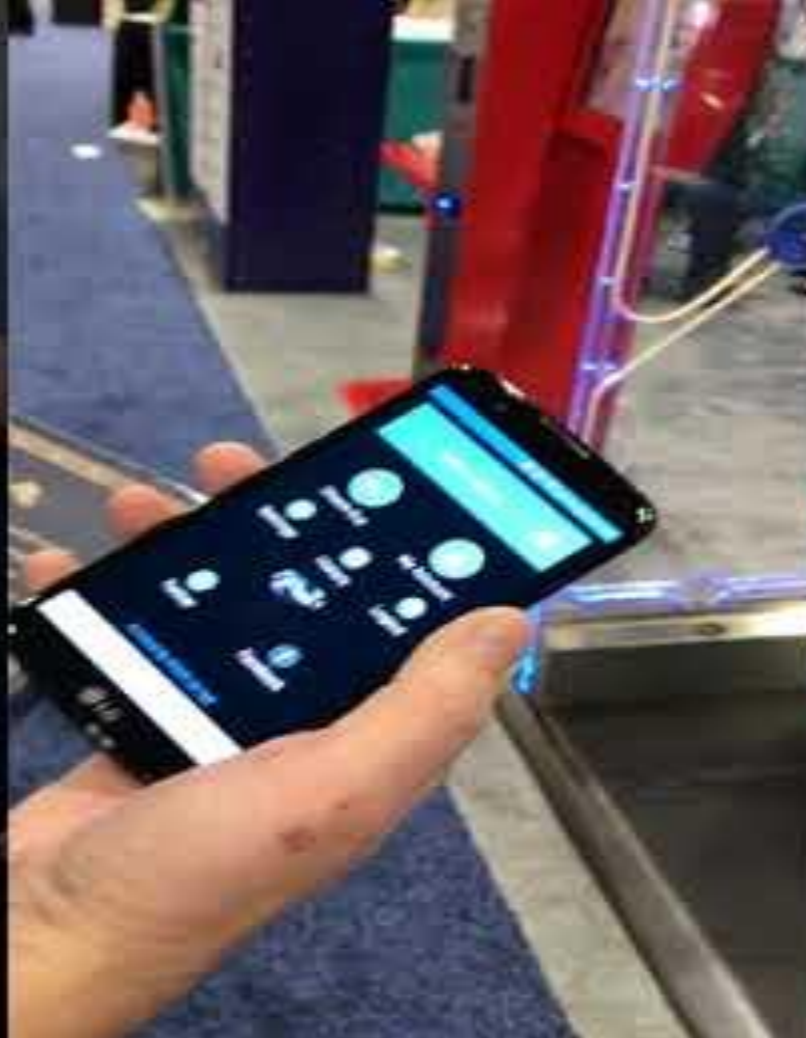
[Contactless Grid DOC](#)

# CIRCULATION



Self-checkout kiosk

CIRCULATION



All-in-one App



KING ROAD BRANCH LIBRARY  
TOLEDO LUCAS COUNTY PUBLIC LIBRARY  
DEDICATED 2016  
MR. OLIVER S. SCIGLIE DIRECTOR  
MR. JASON KUCSMA DEPUTY DIRECTOR  
THE ARCHITECTS  
BENTLEY GROUP  
SPICELY COMPANY  
BENTLEY GROUP  
ARCHITECTS OF RECORD  
BENTLEY GROUP  
ARCHITECTS OF RECORD  
BENTLEY GROUP  
ARCHITECTS OF RECORD

CURBSIDE



24/7 Smart Locker

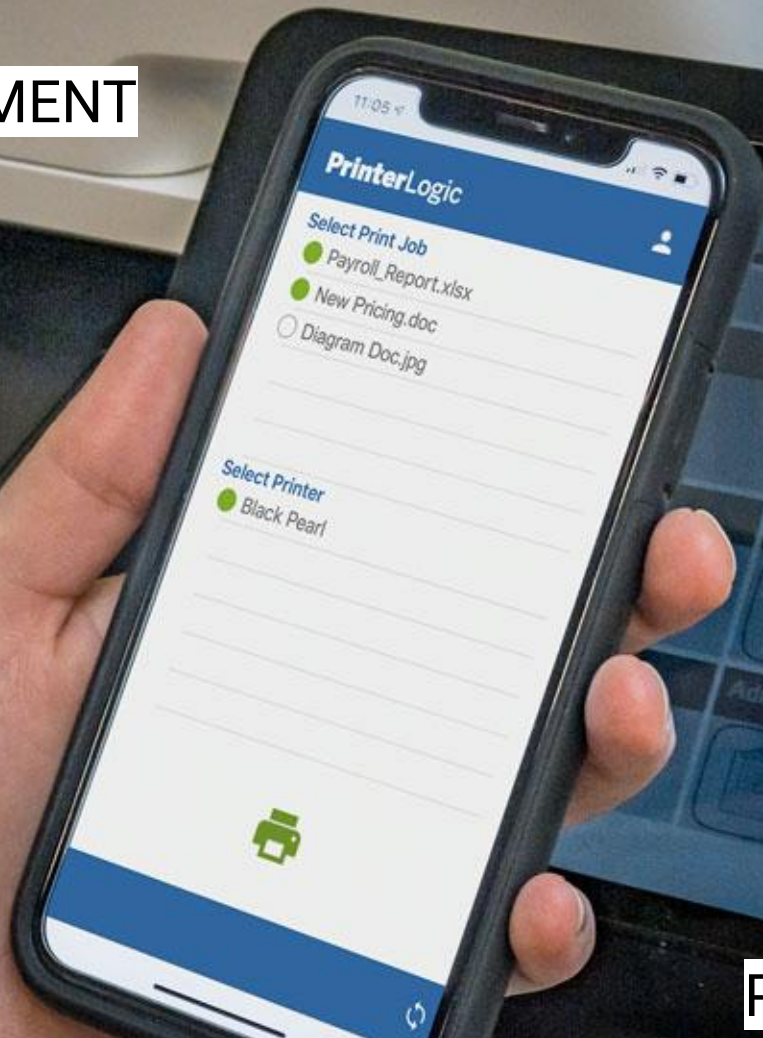
RETURNS



UV Sterilization Cabinet



# DOCUMENT MANAGEMENT



Print Mobile App

PAYMENT



Mobile Credit Card Reader

# PUBLIC COMPUTER USE



Laptop Checkout Kiosk



# REFERENCE, PATRON ASSISTANCE, INFO/RESEARCH HELP



Screen Mirroring

# THIRD PARTY VIRTUAL PROGRAMMING SOFTWARE

What will  
you create?  
Learn how to knit,  
decorate cakes,  
paint, quilt, and  
try other crafts  
with GCPL!



creativebug  
**CHECK  
IT OUT  
(FOR FREE)**

Nurture your creative side  
with 1000+ video classes in  
painting, knitting, crafting,  
sewing & more!

[FIND IT HERE](#)



Crafting Software

GENERAL BUILDING SAFETY

SAFESPACE

Occupancy Monitoring Solution

Powered by: SENSOURCE



Automated Visitor Counter



# Further Reading

**Library Developments** blog post:

["Library Technology for Contactless Service"](#)

*Now, let's discuss...*

